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MODERATOR: Hello, everyone, we're about ready to start the next speaker and next panel so in the next five minutes if you could please take your seats. Thank you very much.

MODERATOR: She said five minutes but we're running a tight ship this morning. If folks could take their seats. We tried to build in a little extra break time, I know that's important in all of these conferences.

In my remarks earlier, I mentioned how every election is different. And 2016, of course, brought to the forefront the importance of election security. Nothing signifies this more than the fact that at gatherings of election officials such as this. We now regularly hear from representatives from the national security, law enforcement, and intelligence communities.

Throughout today you're hearing from representatives on the Elections Infrastructure Subsector Coordinating Council, which is a mouthful but also very important. Later you'll hear from the Head of the Election Security Team at the Cybersecurity and Infrastructure Security Agency at DHS. But

our next speaker actually holds a position that did not even exist before 2016. Shelby Pierson is the Intelligence Community Election Threats Executive and Principal Advisor to the Director of National Intelligence on all election/security-related matters.

Ms. Pierson is responsible for relating and aligning all relevant ODNI election security efforts, including integrating support to election -- to intelligence operations, collections, analysis, and partner engagement.

Ms. Pierson was the National Intelligence Crisis Manager for the 2018 midterm elections where she managed critical election security issues and increased the information-sharing operations across the intelligence community. We are pleased to have Shelby Pierson with us and I welcome her for her remarks. Thank you all.

(Applause).

SHELBY PIERSON: Thank you so much. I appreciate the warm welcome from two very important constituencies for me in the intelligence community. One, of course, working very closely, as you heard a moment ago, with all of the myriad of organizations that help state and local election officials successfully execute one of the most core components of our democracy, the act of participating and voting in the elections that are coming up, and also the press. I'm delighted to be here among my colleagues who serve in the press, which is also an equally important component of election security because our collective responsibility is not only securing the infrastructure, but also explaining to the American people how this work is done so that they understand the threats and that transparency. And you'll hear me conclude on that comment in a few minutes, that this transparency should not deter participation in elections, but should empower the electorate to know the threats and resources available to individual voters to support an educated effective vote as we go into, not only November, but frankly, all elections as we go forward.

I wanted to share a few comments about where we're at as an intelligence community, a bit about my work and what I hope to bring in service of the intelligence community and the government, and then a bit about the threats and going forward.

So, as was mentioned, 2016, I think, has been characterized as a watershed moment for the intelligence community, and I think that's true in terms of its recognition and a moment in time in which the intelligence community had very valuable information about the threats that we were facing and the activity that was being undertaken as we led into the 2016 elections.

However, the intelligence community didn't simply begin

working those threats in 2016. I always like to point out to colleagues that we have long had a commitment to the comprising disciplines of counterintelligence which is foreign intelligence services behavior here in the United States, cyber, which of course threatens our critical infrastructure, as well as bringing regional expertise and, frankly, being very elegant and important access as a future voter is already complaining about where we're going.

(baby crying).

I'll do it better. As I was saying, Cyber and regional expertise did not begin in 2016, so I do think that we have very much a many-decade-long momentum in these disciplines that has further focused our effort in 2016 and has propelled us to dedicate additional resources integrate further as we said in 2018 and further into 2020.

So, let me talk a bit about how we came to where we're at today, at least structurally. So, for us as an intelligence community, as I said, I think we had momentum across the disciplines that are so critical to this topic. And yet, we recognized that having individuals like myself across the intelligence community who are held accountable for integrating those disciplines that I just mentioned, would be yet another opportunity and step forward, so I'm delighted that I don't stand in the position as the ODNI Election Threat Executive alone, and in fact most of the relevant intelligence organizations, DHS, FBI, NSA, as well as ODNI have all leads and had teams that work this topic.

So, what I appreciate about that is that we've had a very deliberate evolution of the resources and bureaucracies. I'm keenly cognizant of where we've come from in terms of the judiciousness we need to have as federal leaders to not simply respond by creating a new bureaucracy to address a new threat, but rather be very scoped and very deliberate in how we do this. And I think the election threat executive position is one gesture and one push in that direction, but it's probably not done.

We certainly recognize that election security is but a moment in time across a pretty consistent threat of malign influence that might focus on the particular election events, but there are many, many other activities and centers that adversaries use with us when it's not election day and we'll talk about that as well.

Former Director Coats, I think you all recognize, has had a unique vantage point as elected official, really understood both in his experience as ODNI and as well as experience in participating in the legislature, really participated in the opportunity and intersection of not only working this as an

intelligence topic; but frankly, also the commitment that I and my colleagues must have to exposing our work to the public, to exposing all work to Congress because public confidence, as I mentioned a minute ago, is so critical to this topic.

Director Coats created the Election Threat Executive coming into 2018 and identifying the position in 2019, and the support for this endeavor in this position only continues and strengthen under the leadership of acting ODNI Director Maguire going into 2020, and by the White House security Council as we continue to work policies to improve our support to election security.

So as was said in the introductory remarks, I'm responsible for bringing the full force of the IC to this critical topic, and for me that includes everything from developing new axes, analysis to inform policy, as well as enabling operations to stop this activity.

What's important to point out particularly for the public is that we don't do this independently. We recognize that, again, a rightful missionary is in the authorities of the Department of Homeland Security and Federal Bureau of Investigation are critical to be working with the states and again in partnership with the organizations like the EAC. And so, again, the intelligence community hasn't taken over this topic, but rather, we've grown in our partnership on this topic to bring it and expose intelligence information to the fight and responsibilities of those that are responsible for securing our elections.

My office's most recent work across the intelligence community has included improving the clearances of individuals into some of our most sensitive information so that I have a cadre of officers that have the most up to date, the most accurate, and the most inclusive perspective on the threats going into 2020. That doesn't sound like necessarily a big deal, but it can be, I think as some of you know, from reflections that we've had in other galvanizing moments that clearances and access to information remains an area that we have to personally shepherd through for improvement of good government.

We also enabled an action, if I can make that up, the President signed notification of framework. I know we did a couple of think sessions with the press as well as the states on how we can better engage and share information with victims who are not necessarily -- or threats that are not potentially rolled up into the very well understood cyber-threat architecture.

So, for example, this has been very important when we have information of malign influence campaign, which I think as

you can see, are on the rise. That wouldn't necessarily be enacted or enabled under the existing cyber-victim framework. And so now you have another policy opportunity where we can share information, and we already have done so, whether that be with specific individuals, and that could be a candidate or civilian, a campaign, a party, a particular constituency, all the way to a state or a specific county in a state where we have, again, additional information that we can add to the body of threat cognizant of what we're sharing in other venues.

I want to talk about the threats. As we communicated already, Russia, China and Iran all have capabilities and all have interest in the opportunity presented to them in 2020.

We are committed to sharing that information as we can with all relevant stakeholders as we go forward into 2020. This is a balancing act, and I recognize that it's one that inevitably will leave certain parties unsatisfied, and it's a persistent one that's not unique to election security; but frankly, it's the challenge of balancing our national security information we're sharing with the public. And in election security, I want to emphasize that sharing this election information uniquely as possible is a unique condition of this topic that we must meet that commitment to.

In addition to that, downgrading technical information, particularly to those who are administering state infrastructure is also critical. I faced the criticism that sometimes there is a latency built into that process, that there is potentially a lack of context and specificity to that information, and those are all criticisms and challenges that I take fully on board and work with the National Security Agency and other parts of the intelligence and defense community to try to work and do that better than we have done before.

We have a full suite of tools, however, available to the intelligence community that doesn't solely rest on the downgrading of classified information. So, I wanted to spend just a few minutes reminding us all that it doesn't rest on just that one behavior. Even before we get to the moment of downgrading intelligence information, we have to develop the exquisite accesses that are so critical to the intelligence enterprise.

I think you can all recognize that that can be a very long endeavor, it takes the patience of intelligence practitioners and tactical collectors across the globe. Many, many years, in fact, to develop these inroads, so provide the warning so it's not just reacting to threats, but it's developing access and inroads that allow us to anticipate the threats to enable our decision-makers. That's a hard task.

Second, I think everyone here is already family with the

areas of expertise that we have in providing synthesized analysis and intelligence to a very broad swath of customer base that can inform policy decisions that evolve from everything of deterrence, all the way to effects of cyberoperations, as well as enabling sanctions. So, even the analysis that we do is not just characterizing the threat, but it's really here to inform policy and to inform a full suite of decision-makers, the highest quality information he or she needs to address the threat.

Then we conduct operations. I think everyone is also familiar with some of the successes that we've had in this area. And again, even before you get to the moment of downgrading information, we would love to engage in operations that stop this activity before it even gets to U.S. shores, so to speak. And so please, again, I wanted to take a moment that as much as I work with organizations like the Elections Assistance Commission, it's in concert with and against a very large backdrop of other tools and capabilities that the intelligence community can bring to bear in addition to the concert of opportunities across the United States Government.

In addition, as I mentioned in the opening part of my statement, this is a partnership. It's not a partnership that stops within the Federal Government. I am keenly aware of the pressure that my state and local colleagues face every day as those that are responsible for securing the elections. The exposure of the intelligence community to my state and local partners, again, through DHS and FBI, have been remarkable to really understand, mutually understand one another and I think has been a critical step forward since 2016.

But it can't stop there because we also have constituencies among social media firms and among tech firms who also have cognizant and information that the U.S. government doesn't have, and I think you've seen and read about the opportunities that we're pursuing to continue to integrate that relationship with the constituents, again, in Silicon Valley and private firms to make sure that even that seam and gap is stiff, but it also doesn't stop there.

It gets back to my opening comment that Civil Society is also a key player here. Whether you're part of the press or you're part of academia or you're part of special interest groups or you're part of NGOs, there is an entire body of expertise that also informs the voting population, so you can't simply have the Feds tackling this. You can't simply have the states tackling this. You can't simply have tech firms and social media firms tackling this.

We need an entire whole of society seamless opportunity and working together to understand the threats that come with

election security and countering malign influence. That's a synergy that is still in work. It's still in work, not for lack of trying or for lack of effort, but it's, frankly, evolving. And there is also another critical balancing act that we recognize we're supporting a democratic process and that that is also equally critical to how we help our citizens, both enable their decision-making by sharing information but also protecting their right to discourse and engagement.

So that -- my colleagues know that I sort of call that the iron triangle, and I think we're going to continue how to work on how to create a really well understood engagement so that voters understand exactly how they receive information and who is doing what to empower them at the polling place.

The threats, as we go into 2020, are frankly more sophisticated. They've learned from the volume of information that we have shared, they have learned, certainly based upon red teaming the results of some of our operations, and they have sharpened their own capabilities. It's my diverse. As I remind people routinely, this is not a Russia-only problem. Russia, China, Iran, North Korea, non-state activists all have opportunity, means, and potentially motive to come after the United States in the 2020 Election to accomplish their goals.

Please know that when I talk about 2020, that we don't see this merely as a tactical problem that starts and stops within this calendar year. This is a horizon of a persistent topic, as I said a minute ago, against the backdrop of countering malign influence. So, you should understand that what we're trying to do is take the focus that we've galvanized in 2016 and move it and evolve it to a posture that is more integrated, more understood going into 2020 and beyond.

In conclusion, I want to make two points. First, let me assure everyone in this room and your colleagues, your constituencies, your viewers, your readers, that this is a top national security priority. In the midst of all the other challenges that we're facing at this time, I have confidence that we're bringing all of the resources, expertise, and information to this problem as we go through this year together.

Second, and I was humbled by some feedback I received from my colleagues in the Senate last week. We're uniquely cognizant that as we share information on election threats, we don't want to undermine American confidence in our democratic process. I recall one of the senators saying to me last week that we need to be even more communicative about these threats, and I really take those comments to heart because what I want for the American voting public is that they understand these threats, that they've heard about it so frequently that they

have availed themselves of the resources to them, that they can know where to vote, know how to vote if they're not on the voter rolls, know where to seek authoritative information on candidates and ballot measures. So, it's with the confidence of knowing these threats that they're empowered to participate in the process.

And so, I welcome this opportunity to work with you, to share with you the challenges that we face going into 2020, and that it's suppose threats and the cognizance of those threats that will strengthen the foundation of every voter that they will under undertake when they go to the ballot box in the primaries and when they go in November of 2020.

With that I will turn it back over to my colleagues, and I really appreciate the partnership, and let's continue. Thank you.

(Applause).

MODERATOR: Thank you, Ms. Pierson. That's really a great reminder of the work being done not only at the federal level, but it also reminded me of one of the great privileges I have traveling around is traveling around seeing election officials around at their offices and in conferences, and really, all of the work that they've been doing since 2016 to really embrace this security challenge and make our elections more secure than they've ever been. I see colleagues here from the Government Coordinating Council and many state and local election officials that I've seen in their states and seen the real change that they've made and so, I applaud them for that and thank them for that work and certainly, our other federal partners that have been working in this space to make this election secure.

We are going to transition now to our next panel. Commissioner Tom Hicks is going to lead a panel on accessibility, and so we would welcome them to the stage. Thank you all.

(Applause).

TOM HICKS: All set then. Hello, everyone. Try again. Hello, everyone.

AUDIENCE MEMBER: Hello!

TOM HICKS: Thank you. I'm pleased to be with you here today. I'm Tom Hicks the Commissioner of the Election Assistance Commission, and I'm pleased to be here with you to talk about the important topic of accessibility in elections. According to census data, people with disabilities account for approximately one-sixth of all eligible voters in the 2016 election, totaling 36 million people.

In the 2018 midterms, people with disabilities voted at a rate that was 5% lower than the national average than those

without disabilities. At the state level, the turnout gap was as high as 20%. Reducing the turnout gap, complying with Federal Disability Voting Right Laws and effectively serving voters with disabilities in the ongoing challenge for election officials in many jurisdictions.

Additionally, there is nearly 26 million people in the U.S. with limited English proficiency and roughly 67 million people who speak a language other than English at home. 263 local election jurisdictions across the country are currently required under the Voting Rights Act to provide language assistance to their voters and many other jurisdictions provide such assistance voluntarily.

A vital part of the EAC's mission and the work the election officials do is to support voters in their accessibility needs. For the first time in Federal Law, the Help America Vote Act of 2002 afforded voters with disabilities the right to cast their ballots privately and independently in a manner that provides the same opportunity for accessibility and participation as for other voters.

However, it requires that election jurisdictions use voting systems in all polling places that ensures such access. In the early years of the EAC, the agency distributed the HAVA funds to the states to help election offices purchase voting equipment that meets this mandate and support additional efforts to strengthen the accessibility at the polls.

Today, we continue to support election officials and voters with disabilities through many EAC initiatives, including research and resource development, our efforts to modernize voting system guidelines, and facilitating discussions on important accessibility topics, like accessibility workshops, the EAC will be hosting next month or on February 20th.

Again, the EAC will be hosting a -- because it looks like you folks are falling asleep for me, so the EAC will be hosting a Disability Workshop on February 20th. This is going to be interactive, folks.

So, we at the EAC, also, have a long history of supporting language accessibility in elections. On our website you'll find glossaries and phrase books and election terminology in Spanish and eight Asian languages. Translation of the National Voter Registration Application form in 14 languages, and recordings of sessions from our 3 recent language summits and other resources.

Examples of such an additional resources in this field are a Disability Rights Pamphlet. See, interactive. And I keep a copy of our smaller one in my wallet, and those are available out in the lobby. We recently also published an

Issue Brief on language accessibility in elections.

With me today to discuss these issues and related topics is a distinguished panel of election officials and Voting Rights Accessibility Specialist. From my right to my left. Michelle Bishop is a Voting Rights Specialist for the National Disability Rights Network, where she coordinates voter rights access nationwide and works with voting rights policy.

Barry Stephenson is the Chairman of the Board in Jefferson County, Alabama. He has more than two decades of experience in elections.

Terrica Jennings is an Attorney and ADA Coordinator for DC Board of Elections and leads agencies to support voters with disabilities, senior citizens and limited English efficiencies

And Patty Hansen is Recorder of Coconino County in Arizona first being elected in 2012 and worked in elections and voter registration for more than three decade. And as each of our panelists today, our panelists will first share some of their initial thoughts and take questions from me, and if we have time, maybe one or two from the audience. Again, interactive.

So, with that, Michelle, if you would like to start speaking.

MICHELLE BISHOP: Absolutely. Thank you. Good morning, everyone. Thank you for having me. My name is Michelle Bishop and I'm the Voting Rights Specialist at the National Disability Rights Network, and I have spoken at many events like these over the last few years where I shared some really important data from the U.S. Government Accountability Office about what voter access looks like in the United States.

So, I'm not going to do that again today. I recognize a lot of faces in the audience and you've heard those numbers and heard me recite those numbers over and over again. So, what I'm going to do today is like new year's resolution time, right. It's still safely, we're still in January. I'm a little late. I'm not a resolutions person, but I have my three resolutions for Election 2020. They're essentially the three lies that I want us to stop telling about voter access going into the 2020 elections. Okay. Everybody ready? You all look a little nervous. Interactive! That was good. We did it. You all look a little nervous, that's because you all know me. It's going to be okay.

All right. So, the first lie we're going to stop telling in 2020 is that everyone really cares about access for voters with disabilities. Because we've seen the numbers. Now, we've come a really long way, those numbers that I reference in 2000, we were starting at 16% accessibility, architectural access to polling places, and that's one-sixth percent, less than 20. In

2016 we pushed that number all the way up to 40% and that means we've made a lot of progress, and mostly because some of the people in the room and on the stage with me here today who worked tremendously hard to make that happen. Thank you to those of you with perseverance and ability to make your polling places accessibility, it's amazing. Tell your friends and colleagues to do the same because I believe if every single one of our elections personnel in the United States care as much as I do about access to the vote, we would be much better than 40% right now. That's 16 years of work to have less than 50% of our polling places fully accessible.

So, let's talk about it. That's going to lead me nicely into lie number two, that we're going to stop telling going into the 2020 elections, and that's that somehow making our polling places and our voting systems ADA compliant is difficult and costly. That it somehow is burdensome and expensive and that we either can't do it or simply have to shut the polling places down. This is a lie I can't do again in 2020. We're going to stop doing that y'all. What we're going to stop doing is contracting one private contractor to tell us exactly how expensive we can possibly make it to make all of our polling places accessible. This is like the equivalent of going to the car dealership when you need a minor repair on your car, and they're going to order you a brand-new part from another country and they're going to charge top labor rates and make it phenomenally expensive, when you know for a fact there were 10 mechanics you passed on the way to the dealership that can get a used part just as well and charge a lower labor rate, or frankly if you're my dad, pay a couple bucks to get it from a junk yard, the same part, and put it in yourself, so let's all be more like my dad in 2020.

We're looking at top-dollar cost estimates for pouring cement to make permanent ramps that the ADA in no way requires. So, stop telling lies about ADA and what it requires when low-cost and temporary fixes are fine. They keep polling places open. Let's use the car dealership model and put our polling places into compliance in a way that really respects the work that we're doing and respects people with disabilities.

And the third and final lie that I want us to stop telling going into the 2020 elections is that we can somehow meet the demands, all the demands of every election security alarmist, and not election security expert, and not election security advocate, but election security alarmist. There is a difference, so while preserving access to the vote for everyone. Because the numbers that we're looking at tell the story of polling places that are very, emphasize very, becoming

more accessible and while also telling the story of voting systems, voting stations, ballots themselves becoming less accessible. In 2008, 44% were accessible and 2016, the number goes down to 35%. 35% of voting stations themselves were fully accessible to people in 2016. Why? Because we're moving rapidly toward paper-based systems without thinking through what that means in terms of access for all voters, so let's not pretend that we have a lot of systems in place right now that secure our elections while also respecting the privacy and independence of voters with disabilities. We have to start coming up with better solutions. This is not to say that election security is not important. Of course, it's important. Election security is how we make sure that our elections are accurate and fair and represent the will of the voter. Do you know how else we make sure elections are accurate and fair and represent the will of the voters? By letting them vote. By letting them vote a ballot that is private and independent so that they can secure their own ballot or at least have a fighting chance at verifying and securing their own ballots.

So those are my three lies. My new year's resolution that I hope we leave back in 2019 and in 2020 we move forward and making sure polling places are fully accessible and ways that are cost effective and quite achievable and we're keeping the polling places open and making our ballots both accessible and secure because if we want to have a real democracy, we have to be able to do both. Thank you.

TOM HICKS: Thank you, Michelle.

(Applause).

BARRY STEPHENSON: I love Michelle because she uses "y'all" and Mr. Secretary from Louisiana, University of Alabama graduate. Congratulations last night. Keeping with the SCC West. Thank you for the invitation. Thank you for all that the EAC does. Again, I mentioned I'm Barry Stephenson from Jefferson County, Alabama. It's the most populous county in the State of Alabama. It contains the largest city in the state, the City of Birmingham. We have a large urban center, and we also have several large suburban areas, and also a large swath of rural area in small towns. Can you drive 20-25 miles outside from the city center and find farms, cattle ranches, and so we have a broad spectrum that represents the urban, the suburban, and the rural in small-town voting, so that all comes together.

My office is responsible for all the voter registration. We prepare all the voting materials that go to the polls. I'm responsible for the precinct selection and also responsible for the training of all the poll workers and all the voting aspects A to Z as we prepare for our elections. We're early in the

process, the Presidential Process primary is March 3, so we've been busy in 2019 preparing for that and continue to do that, as soon as I get back, we have a huge meeting on Thursday to prepare for that.

We do take accessibility very seriously. It's very important to us in Jefferson County, and we've implemented several measures that have helped in our county. One, we in the last few election cycles, we have greatly increased the number of poll workers. Poll workers are mentioned repeatedly this morning. The average age of our poll workers would skew to the AARP category. And that's not uncommon across the country, but we greatly increased the number of poll workers in the last few election cycles. We had poll workers in the parking lot, and so if they see someone that may need assistance, they could be on a cane, on a walker, or just having some difficulty, they can assist them. We have poll workers at the doors so they can help them there. All our doors, you know, they're supposed to be compliant, but still we want people there at the doors not only to greet them but to help anyone that may need the assistance. We have extra poll workers inside the facility in the room that voting is actually taking place. If they see someone that is having a little difficulty or has a disability, we'll take them to the front of the line. People are pretty courteous in Alabama and they understand that so they don't mind people being taken to the front of the line. We greatly increased the number of poll workers, and we very rarely get compliments. People are quick to complain, but we've actually received compliments about just taking that measure alone and increasing the poll workers because it does help people from the parking lot all the way through the voting process.

Another thing we've done in the 2018 election cycle, we went to e-poll books. E-poll books helps not only those with maybe a disability issue, but it helps all voters. It has greatly reduced the time in line. So, we've seen that reduction, and so that's helping all the voters.

In 2020, we're very glad to be moving toward this improvement. We have purchased new voter disability assistance equipment. We're replacing our old equipment that is several years old. We're bringing in the new technology. It's smaller, it's more user friendly, and it's the latest technology. We've had some demonstrations run at our courthouse and the feedback has been 100% positive, so we're very excited as we roll into the 2020 election cycle implementing those new -- that new equipment and that new technology.

Again, thank you for the invitation and glad to be here

today.

TOM HICKS: Great. Thank you, Barry. Next up, Terrica?

TERRICA JENNINGS: Good morning, everyone. I'm Terrica Jennings, Attorney with the DC Board of Elections. Any local DC folks here? Hi! I have poll worker applications for everyone. I saw you!

(laughter).

My job is to ensure that people with disabilities, senior citizens, and limited-English-proficient voters are able to access the voting process like everyone else, so equally and independently.

We do have, you know, a hard time getting people to come out and be poll workers. And like you said, it's the AARP crowd, and we do want everyone to participate, so that's one of the things that we're focused on this year.

I just want to go about some of the things that we're doing at the Board. One of the things we focused on is ensuring that our poll workers are prepared to assist people with disabilities and elderly people so we spent a bunch of time training. Not only do they have to do mandatory four-hour training, but I spent a significant amount of time with our trainers crafting training material for them to know how to interact with people with disabilities, disability etiquette in terms of how we speak to people, people-first language, and also with polling accessibility.

As Michelle mentioned, across the country about 40% of accessibility, and right in DC and no lie because we have independent organizations who assess our polling places, we're at about 98% accessibility right now. And so, we pride ourselves on working with other local groups such as -- well government organizations like the Department of General Services as well as DOT, Department of Transportation, to make our sites accessible on election day. Affordable ramp, you can see they can or cannot put in ramps. Having the ADA compliance team on staff, and then just doing things that we may not have to do but can do on election day to make sites accessible.

One of the big things the Board does that also makes us accessible in the arena is we have an ADA compliance team. So outside of the poll worker team, we have a group of folks only concerned with making sites accessible. So, the only job and you see them running around on election day, make them accessible, opening doors, moving things, assisting folks from the parking lot. In DC on election day, we have curbside voting, so if you don't want to or cannot come into the polling site on election day, you can vote from the comfort of your car, and if you have a disability or if you are a senior citizen over 65.

We have no excuse absentee voting. If you want to vote in your pajamas, you don't have to give a reason, your dog died, you want to stay home, you can vote from your home. I personally have driven to people's home to deliver ballots because we want to make sure everyone has access to the voting process. A crucial thing for us.

Another thing we do to focus on people with disabilities -- not just people with disabilities, but limited English proficient voters, we have interpreters or translators at each polling site in DC with a large majority of folks, and every single polling site has translated voting material as well as interpreters available by phone.

And one of the things that we're going to be focusing on for 2020 is having folks that are not just interpreters but also poll workers so we have more people in our polling places that can assist them.

We also pride ourselves on having materials that are also accessible -- I'm sorry, translated. In DC we're required to have six languages or spoken within six languages, and we have our brochures or voting applications and other materials translated for our DC demographic as well as we provide assistance for focus on all other languages if it's requested from us.

And so again, it's a big deal to us here in DC to ensure that everyone has access to the polls and we're looking for folks to come out and assist on election day, so sign up to be poll workers or sign up to be part of the ADA compliance team, and our goal again is just to ensure that everyone has access to the polls, and no lie for 2020, and that's where we are right now.

TOM HICKS: Great. Thank you.

(Applause).

PATTY HANSEN: Good morning, everyone. I want to thank the EAC for inviting me here today. I'm from Coconino County, Arizona, and I just want to start by showing you a little bit of what Coconino County is like. It's a little different than -- okay. I'm having trouble, of course. It helps to turn it on.

Okay. Coconino County is the second largest county geographically in the U.S, and we are larger than nine states. We have a portion of the Navajo Nation that goes into the State of Utah and also into New Mexico, and the portion of the Navajo Nation that we have is larger than the State of Connecticut.

We are also home to four Native American tribes, and as I mentioned the Navajo Nation. We have a village of the Hopi Tribe, and we also have a village of the Havasupai people which is located at the bottom of the Grand Canyon, and a band of the

San Juan Paiute Tribe.

Just to give you an example of what it looks like, this is one of our polling places, the Coppermine Chapter House which is a community center on the Navajo Nation, and you may notice that we don't have a lot of options for locations to put a polling place. There is just nothing else around.

This is what the village looks like in Moenkopi, and it's on the Hopi Reservation. And finally, this is the Supi Village at the bottom of the Grand Canyon for the Havasupi Tribe. You may notice for Havasupi, there are no roads and so the only way to get to Havasupi is to take a nine-mile hike, ride a horse, a donkey, or there is a helicopter that goes down on Thursdays and Sundays.

So, we have a few challenges when it comes to accessibility with voters in Coconino County. In 2016, the Department of Justice came out and did an evaluation of some of our polling places, including several on the reservations.

Unfortunately, they found us lacking in almost all of the locations. Our biggest problem was the lack of paved parking. You may have noticed that we don't even have paved roads, let alone paved parking. So what we have been able to do is, Michelle's organization, the National Disability Rights Network came out this summer, and we've also work with the Arizona Center for Disability Law, and it was suggested that we look at a process which is soil stabilizing, that you can spray on a biodegradable product that you can spray on to make it firm up to two inches down so we're looking at that for our accessibility parking.

We're also looking under the voter's rights act for the Navajo language, it's not a written language, it's an oral language and it's very descriptive, and so we have two Native American outreach workers that work for us full time, and in fact, Alta is here today and she's the coordinator of the program,, and she's been with the office for 30 years. She worked with the three counties in Arizona plus the counties in Utah and then New Mexico and the Navajo Election Administration, and they created an election glossary so that the terminology for elections is uniform across the three states and the three counties.

She also provides a booklet and does the training for our Navajo interpreters at the polling places, and works closely with the Hopi and tried to provide language assistance.

That just kind of gives you an overview of what it's like a little bit of administering elections in a rural area. I should say we have 87,000 registered voters, and so we're big and mighty geographically, but we're kind of small with numbers. But it's a beautiful place and I invite you to come

any time.

(Applause).

TOM HICKS: Thank you, Patty. So, both Patty and Barry, you mentioned having to deal with the monitoring and enforcement actions in your areas. What sort of insight would you give election officials of how they can avoid any sort of law suits with DLJ?

BARRY STEPHENSON: Well, the first rule would be document, document, document. A quick story. We had the Department of Justice show up at our courthouse, they only had to walk across the street, (Laughing), the Federal Courthouse is across the street. It was in the summer of 2016 and several assistant U.S. attorneys had gone out and looked at dozens and dozens of polling precincts and had come back with a list of items that needed to be addressed.

Now, when I came in to the office in 2008, I did a complete survey of every single precinct and we had all that documented, and as complaints arose over the years, either didn't meet standards or our facility needed to be split, we would go out and complete a new survey, take new pictures, and address an issue such as a precinct needing to be split. We had all of that documented, but what the DOJ presented to us, some of it was easily fixable. Like I said, we had been operating on the complaint system. Perhaps a parking lot had been paved and they had not striped it properly, that's fixable. Or perhaps a modification was made and had not replaced the handicap signs properly. The biggest thing is about 25% of our precincts was that there was no van accessible sign. They had the parking site, they had the parking sign, and I get a purchase order, I go to Grainger.com and I order 50 van accessible signs and tack them all on. So, it was real easy to get a lot of the checklist done, but there were some that developed problems.

So, we agreed to do a complete resurvey of all of the precincts, 175 at the time. We completed the survey, took pictures of everything, got a digital level, and so when we looked at the curb cut and the ramp, I took a picture, it was under 5%, I sent it to them on this date, I know it was in compliance and that's all faced in a file.

They were easy to work with because we tried to be -- we were proactive, we tried to address everything as quick as possible. They did give us some time into 2017 to complete that, and then we agreed to a program that if there was any change or a precinct needed to be split, that through the 2020 cycle, so we go all the way through this calendar year, we will send them a survey, send them the pictures, so they can have a record of that. So, it wasn't -- it's never good when the DOJ

just shows up, (Laughing), but it wasn't adversarial because we had documentation and we promised to continue extra documentation. So, the program for us has been a good thing because we have accessibility and we have it documented, and going forward we'll have it documented, so that's our story at Jefferson County.

TOM HICKS: Great. Patty?

PATTY HANSEN: The advice I would give is the first thing is, don't freak out. It is intimidating to have the Department of Justice come and they kind of threaten you with a law suit if you're not going to comply.

But it's an opportunity to really look at how we can improve on what you're currently doing. We, too, have done our accessibility surveys for many, many years. We thought we were doing a good job, but having a different set of eyes coming in really helped us. You can collaborate with the organizations such as Michelle's and with our Arizona Center for Disability Law, and also, you have to start thinking outside the box. The people, your voters will be able to help you too. They live there and they know what is needed, so I think you can really take it as an opportunity to improve on what you're doing and not be intimidated.

Also, share with each other. We have to do our post-election surveys on election day and send them to the Department of Justice and we would be happy to share those surveys with any other counties so you can engage on what you're doing and whether there are other areas that you can help.

TOM HICKS: So, following up on what you mentioned a little earlier. You had said that the road was -- you could spray something on it and it would be solid for two inches down. Is that permanent?

PATTY HANSEN: Yes. It's a dust abatement kind of process, and it was actually suggested by an attorney with the Arizona Center for Disability Law, and we're trying it in 2020. I'm hoping that it's going to work. It says it will last up to six months.

The good news about that is that this would benefit the people that live in our county in between elections. We need to look at things that are going to help day to day. On the Navajo Nation, there is a much higher percentage of people with mobility issues than there is off the reservation, so it just makes sense that us from the counties need to look at ways to help our citizens in between election time.

TOM HICKS: Great.

MICHELLE BISHOP: Can I add to that quickly. Arizona Center for Disability Law are amazing and part of the NDRN

organization, and our network is federally mandated and we exist in every state and territory in the U.S. And we're mandated by HAVA to work on access to the vote. It's not just this Arizona Disability Law Center and wherever you are, one of our organizations exists and they want to work with you on this issue.

TOM HICKS: Great. A great transition. Some of you mention worked with non-governmental organizations to support voters with accessibility needs. Michelle, you represent the NDRN. What advice would you have for election officials looking to improve public engagement efforts on those issues?

MICHELLE BISHOP: Open your doors and let those organizations come in and work with you. I know sometimes that's a scary thing. For elections officials, elections officials are going to come up in the media if things go wrong on election day, they get the threats of a law suit that already have come up, so I know it's a scary thing, but being collaborative in that process, I think, is where you want to end up.

No matter how things happen on election day, if I as an election's official had a choice of taking all that heat by myself and saying that I made all of these decisions on my own and this is the best I could and this is where we landed. That's not the position I would want to be in. I would much rather get up on election night or day after election day and say here are all the stakeholders who worked on this together and this is where we landed and we're going to keep trying to do better and better going forward. Here are the cybersecurity experts we worked with, here are the disability access experts we worked with, here are the language access folks that we worked with, and we're all trying to do this together and this is where we're at. I would much rather, in terms of disability access, have those disability rights organizations and people with disabilities next to me saying, really, we're trying very hard. This is how difficult it is to make all of our polling places 100% accessible, all of those things, rather than having to say on my own that I tried my best and I'm not an expert in the ADA and here we are.

And so, I think you end up in a much better position, and it's also just going to generate better solutions. But you know, that's a great suggestion that came from Arizona Center for Disability Law, that how many folks would have known about that just on their own if they were out somewhere trying to solve this problem independently, and so it's going to generate better solutions, it's going to push the ball further down the field, and for all of those things that we can't fully achieve by November 2020 because we still have a long way to go, then

we have those partners standing with us and saying we're all working on this together.

TERRICA JENNINGS: At the DC Board of Elections we have an insight forum where we invite people in DC as well as language access stakeholders to come into the Board and we have a roundtable discussion with everyone that shows up about what we can do to improve our services, get feedback, get suggestions, and every time we think about relocating a polling site or changing a polling site, we invite members of the public to weigh in for 30 days before we actually pick that site. And even last year when we had our last voter access in October, and we'll have another before the next election, you know, we ask folks to come in and give us suggestions about sites as well as come out with us when we do our surveys because sometimes you have folks from the disability rights organizations that they're like don't pick that site, we don't like that site, why would you pick that site. And like you mention, sometimes there are no other option. So, when they come out and see in a particular precinct, we have nothing else to pick, then they kind of understand why we have to pick a site and then make it accessible using temporary measures.

And so for us, we found it beneficial to work with different organizations and we continue to invite people to come out to work with us and to give us feedback, and it's more of a collaborative thing because the goal is to have everyone together so it's not us against them, and so it has worked for us where we get lots of good feedback and people can understand why we make the decisions that we do. It's partnership work.

PATTY HANSEN: If I could add something. When we saw that we were failing in so many different areas, the one thing we made clear is, and made this strong decision of we are not going to close any polling places. We're not going to make it more difficult for our voters, especially out in our rural area, to be able to vote and so that really pushed us to come up with alternative solutions to make it accessible.

So that's one thing I think that's important. You have to, like I said, think outside the box and how can you keep this location and make it accessible.

TOM HICKS: Right. Right. Sticking with my last two speakers. The next round of the Voting Rights Act Section 203 determinations are right around the corner for 2021, states and localities will be required language accessibility folks. And so Terrica, what advice would you have for election officials considering adopting voluntary language assistance? And then, Patty, what advice would you have for election officials who soon may be covered. Do you want to start?

TERRICA JENNINGS: Again, the big advice I think of, the

first thing you spoke about just now which is to interact with stakeholders from the language access community. Advocates, have them come in and tell us what we can do to really engage members -- I'm sorry, of the language access community, because we can have all the practices in place, the services in place, But if members of the community don't know we have them, then it really isn't beneficial, so first of all just getting the information out there and having those stakeholders coming in to tell us how to really make these programs beneficial for the community.

Also, having folks that are part of these different communities actively work with us, and so for us we have a bunch of folks that come out and they tend to be poll workers. One of the things that we have tried to do is to have our poll workers also be people of the different communities and so the language access community, and so that way when they're at the polling site, they're not just helping folks and sign in and registering to vote, or be part of the voting process, but they can also communicate in the person's language and feel more at ease in getting that process done, and so it's a two-part thing. One, engaging the community when you decide to do those optional things to improve your service, and also having folks that are part of those communities really be a part of your program.

And the big thing when that is when you have folks that look like you and sound like you, you want to engage more. So, and that goes for not just language access when you have folks in your polling site that speak your language and make you feel more at ease. But when you have people in the polling sites that look like you when you're a person who uses a wheelchair, blind, deaf, and you have folks in the polling place that look like you and have the same disability as you, you feel more at ease and more welcomed in the process, and so those are the things that we do, you know, for us to make this more inclusive.

TOM HICKS: That's one of the things the EAC is advocating for. Whether or not men and women overseas are coming back who have a sense of duty to serve our nation as poll workers or those with disabilities who have like-minded people doing that, or folks with different language skills as well, and so this is where I would advocate to serve as poll workers again.

As a recent member of AARP, I think that would be -- it's a joke, folks, which I am now a member of AARP --
(laughter).

I think that even though it's looked at as the age is so high that we need to bring it down, but I think the EAC and

others that are doing a great job of looking toward schools and other aspects as well, and the Secretary talked about that a little bit earlier as well, and so but I don't want to take too much more.

So, Patty, if you want to talk about the issue as well.

PATTY HANSEN: I just would like to echo what you said. It is very important to hire people and have people involved from the communities and that know -- I'm very pleased that our county has been able to have two full-time Native American outreach workers.

And also, that we have somebody like Alta that grew up there and knows the culture and people, and you do have to build that trust, especially with Native Americans, I would say voters; and yeah, I think the collaborations. Also, our poll workers, we hire local people to be our poll workers and they do the interpretations. So that's also important, I think. Yeah. Just reflect what your community is. That's what you want.

TOM HICKS: Great. So, before we open it up for audience participation, so this is a chance for you to think of your questions that you want to ask. We know from Election Administrating Voting Survey that we have on the counter there, from the EAC and other sources, we know that vote-by-mail is increasingly popular across the country. Michelle, what sense do you have that that is impacting disabled voters? And then I want the rest of you to answer as well.

MICHELLE BISHOP: That's an excellent question. I think in general we like to see a menu of options for all voters, particularly, when it comes to voters with disabilities because access is a very complicated issue. Every type of disability has different barriers, different access needs, and every person who even has the same type of disability doesn't experience it the same way, and so the more we're able to have various options for marking, verifying, or casting your ballot, the better I think we'll be able to accommodate all of those access needs and make the system work for everyone.

So, in general, I think we're really interested in mail voting and the increase in that. I think the thing we always caution is that we talked a lot about access to the vote in very traditional terms of your local polling place, and so sometimes there is a thought that if we switch to mail voting and eliminate the need for polling places then we don't have access problems, and I want to caution that that's very much not the case.

In the traditional sense, if we mail everyone a piece of paper that is their ballot and ask them all to read it and mark it and send it back, and people with disabilities that can't do

it from the voting place, can't do it from the kitchen table either. A blind person can't magically read the ballot just because they're at home. So, we still have to think about how to make the vote-by-mail fully accessible. Polling places should be accessible but so should vote-by-mail or any other method of having a ballot. I like electronic delivery of ballots that allows someone to receive it electronically, and if I need to fill it out on the computer or tablet or however, it makes it accessible to me and I'm able to do that.

I think those systems, also they're not Internet voting so at some point they require being able to print out and return the piece of paper, so they're not a full solution and not totally accessible and we have to figure out what to do about that. Mobile phone voting is on the rise, it eliminates the paper, significantly more accessible, but the options relying on the voters themselves having the text that they need, do I have a mobile phone, tablet, computer, and having access to reliable cellular data or Internet service and which everyone has.

I bet Patty has a bunch of folks in her jurisdiction that don't have reliable Internet access and so they're not full solutions and we haven't completely solved those problems yet. I want to keep seeing innovation in that direction, and then the one last thing I'll say about that because I've been talking for a minute because I don't think mail voting will ever completely replace the need for some form of in-person voting. It's difficult to make sure the vote-by-mail ballot is going to be fully accessible to everyone. There is going to need to be a vote center model for people for whom in-person voting is going to be more accessible or other options for returning your ballot in person if you're not able to put the ballot in the mail.

So, I don't know if we'll ever get completely away from having a version of in-person voting and it's critical that we make sure all the options are opening up for voters and have equal access for every type of voter.

TOM HICKS: Barry, would you like to add?

BARRY STEPHENSON: I echo that point and say federalism because all states are not monolithic. So you have states, Oregon, Colorado, all by mail, Alabama, the Legislature says that we really like voting on election day on that day, and we're not in the -- my office is not in the policy-making arena and we're in the policy-following arena and so we did in the last cycle go to no-excuse absentee and we saw a spike up in those that voted absentee, and that also includes those with any disability issues.

One thing can you never control on election day and

that's the weather, and November in Alabama, it could be 70, it could be 30, it could be thunderstorm, it could be raining, it could be sunny. And so as I'm talking to groups leading up to the election, I encourage those that if you have -- if you have a concern even about getting out on election day because of a weather-related issue, you may love your polling place, you may love seeing people, but you may be worried about the weather and how you can navigate a parking lot or whatever if it is increment weather, then go ahead and vote absentee and there are things that come into play, and we have seen an increase with no-excuse absentee. I expect other forms to come from our legislature but not quickly from our particular legislature.

TOM HICKS: Terrica?

TERRICA JENNINGS: So, in 2018 there was about 49.3%, the number of people with disabilities that voted was 49.3% about 14.3 million people and that was a significant number. That was a significant increase from prior years. It is projected that that number will continue to rise in 2020 and in in additional elections, and which means that we have to have a very inclusive process, a very dynamic process, and as I know of the Board of Elections our executive director or general counsel, they're all cognizant of that. So if we think about doing things like that to have vote-by-mail but alternative processes where people with disabilities are equally part of the process, and one of the things we're currently looking at is an audio-enabled voting process and having -- vote tender, you can't get rid of those because people still have to come in because they can't read or the person is blind, et cetera. But while we embrace the changes. We're constantly think being how it will impact senior citizens, people with disabilities, or LEP folks. So, we're open to everything, but the forefront is how to include everyone part of the voting process.

PATTY HANSEN: There is always a challenge when you have a large number of people that don't read and write, so voting by mail is very difficult, but I'm a firm believer and supporter of ballot by mail in that it delivers the ballot to you. And I agree that we would have to have voting assistance sites on election day. We've conducted three elections now, I believe it is, a portion of the Navajo Nation and we had voter assistance sites open from the normal hours that a polling place would be open.

Also, we're so large geographically, to get to our office from parts of the county might be a 3.5-hour drive, so at other areas even off the reservation, you're going to need voter assistance sites.

So it's, I think it's something that is coming. Arizonians overall have embraced it. Our neighboring county

has 87% of their voters in 2018 who casted their ballot by mail. Our county is a little bit lower because of having so many Native American voters. Native Americans really had to struggle to even get the right to vote, and so on election day it is a huge celebration in the community and it's really very exciting and people want to come out and vote with each other.

So, I think the combination of voting by mail for people who want the convenience, along with voter assistance sites, that does a very good job about meeting all of our voter's needs.

TOM HICKS: Great. I think we have time for one or maybe two questions. So, again, the EAC folks are walking around.

AUDIENCE MEMBER: Hi. Can you hear me? I'm Beth from Fairfax County, Virginia. A couple of years ago there was a testimony, I would say in the Washington Post about a sister who had a brother who had a disability. In it she states that they always watched the news together, they always talked about things, and at one point he said, you know, I wish I could vote.

And she looked at him and she realized he wasn't registered; they had never talked about it. We've run a high school voter registration program so it's easy for us to get into the AP classes, but we have to ask to go to the special education and the self-contained class. And so, I just wanted to ask you what -- so in order to be a voter, you need to register. So, what do you do, what do you recommend to reach out to the people so those that are in the disability community can actually get registered to then vote?

MICHELLE BISHOP: That's a great question. I suppose, and I have not heard from many colleagues in the League of Voters, that there are some extra hoops to jump through.

AUDIENCE MEMBER: (Speaking off mic).

MICHELLE BISHOP: Yeah. Accurate. What you're getting into is century's worth of stigma against people with disabilities that I definitely wish I could solve for you right now and just completely work myself out of a job, but I think it starts with the type of work that you're doing, the League of Voters and that a lot of other organizations are doing as well.

We have to be doing that outreach, we have to be doing that education. We talk to a lot of voters with disabilities that say I want to vote and I can't vote because I have a legal guardian, and we first of all work with those folks. So, if you come across anyone with that issue, get in touch with our affiliate in your state and they will help that person advocate to get their right to vote back.

Interestingly enough, what we see in a lot of cases is let's look at this paperwork. Because how guardianship interacts with voting rights is different in every state and sometimes there is no paperwork because that person doesn't have a legal guardian, they have a parent that calls them self a guardian, and don't have guardianship established, which means you're your own guardian and you could have been voting the whole time and we have a registration form right now so let's fix that.

But in many cases people who believe they lost their right to vote, they haven't, or nobody approached them as politically informed as that person might be, and so I think it starts with having those conversations. Let's get into the all of the classrooms, I love getting people before they leave high school, right. We lose a lot of folk, and we do a lot of campus work but not everyone goes to college campus after they leave high school. I love getting folks in high school and getting them engaged and registered or pre-registered or whatever the options are in your state. But we also do a lot of campus organizing for folks that go to a traditional college campus. There are student assistance centers on those campuses that we could engage. But let's catch people in places they go, find them at work, find people with disabilities who are just going to like sheltered workshops or day programs who aren't fully integrated into the community and find them where they're at and be the first people to ask them if they want to register and if they ever thought about voting.

I think it's inconvenient as this answer might be, it's probably going to take a pretty strong ground game on our part to start to turn that tied. But thank you for the work that you're clearly doing on that.

AUDIENCE MEMBER: And another thing, can I add? One of the things that my agency does is we have for -- we have a voter outreach team so they go into different organizations and for different events to register folks. We have one person dedicated to students, and so we capture students early and go into different high schools and those that can be registered are registered and those that can't at that time, they get the education, and they also get to work with us on election day to get them thinking about the process, doesn't matter if you have a disability or not.

But as far as people with disabilities are concerned, our outreach team goes into American home facility, partner with national federation of the blind, the local one as well as the main office and different organizations that register people with disabilities and register folks through those. A big part is education. Folks realize unless you're considered by the

courts to not have the capacity to vote, then you can participate in the process and so having that conversation.

And unless a court deems you incompetent, you can vote and our staff can help you register to vote. Our staff goes out and helps fill out the form and on election day we have folks inside the precinct, our voter assistance clerks trained to assist people with disabilities, and it's a two-part thing. But having folks literally going to the schools, nursing home facilities, and different organizations, I think is key. Like Michelle said, it's about the ground game, and you have to have that commitment.

MICHELLE BISHOP: We love to partner with organizations like yours and bring what we know about the disability community to the work that you're doing because it's important to know those types of laws, and not every state has those laws.

So, we love to partner with organizations like yours and make sure that folks you have doing the work on the ground are really well versed and in what laws exist and what they are and what they may be and how to work with those. That's something we can offer as well to election officials and also those folks out there doing that voter engagement work.

TOM HICKS: That is a great segue to what's happening on February 20th? (laughter).

The EAC will be hosting a workshop for folks with disabilities and I hope all of you folks looking down at your phones are actually entering that date in there right now.

So, with that, I want you to join with me in thanking our panelists.

(Applause).

We will now take a break for lunch. It's on your own. The program will resume promptly at 1:30 with a panel on Election Security moderated by the EAC Chairwoman Christy McCormick. Thank you.

(completed at 11:28 a.m. CST)

DON PALMER: Welcome back, everybody. My name is Don Palmer. I want to thank you for attending this final session. Our final panel today will focus on change in the polling place and those unique challenges faced by different localities across the country and what the local election officials are doing to successfully manage that process and meet the needs of voters to make the voter experience a positive one and to increase voter confidence.

Now, we know from the EAC's Election Administration Survey, the Voting Survey and other sources that the policy and administrative challenges that we have are constantly changing,

and changing in different ways in different parts of the country at different times, yet we all come to meet on election day in November, and we'll do that in 2020 as well.

Whether we're implementing a new law on early voting, ballot, translation, deploying electronic poll books or new voting systems, or simply a policy change, it's the responsibility of the local election official to implement those changes to train the poll workers at the polling place, facilitate voters in implementing the law, and lastly, to inform the voters of how the changes may impact the voting experience.

The local election officials most often have to adjust to changes and how voters themselves are choosing to participate in the process. Voters have many options. The election administrators are in the process of preparing for vote by mail, early voting, in person, or other means, or on election day. In-person voting, early voting spreads across the country and many voters are taking advantage of that option.

Traditional in-person election voters accounted for 56% of all voters in the 2018 midterm elections. That seems significant, but it's actually low from 80% in 2004. And including in the shift, you saw a shift away from election day voting. There was a big jump in in-person and early voting from 2014 to the 2018 midterms.

So, election administrators need to recruit and train our fellow citizens as poll workers and they're interact and serve the voters to arrive to cast a ballot. So, discuss the changing landscape of election administration in 2020 and how some of our top election officials are managing this change, we've assembled an esteemed panel of local election officials from across the country.

To my immediate left, and I'll go down the aisle here, is Dean Logan who is a Registrar/Recorder County Clerk for Los Angeles County California, largest in terms of voters, responsible for serving more than 4 million voters, and plethora of new laws and procedures and voting equipment, et cetera, et cetera. I'm sure he'll tell you about it, all starting in the March primary just around the corner.

Doris Clark is the Recorder for Navajo County, Arizona, a large county for multiple Indian reservations and served in this roll since being elected in 2016.

Ron Turner was elected as Supervisor of Elections for Sarasota County, Florida since 2016; however, served in Florida elections since over a decade and was a supervisor of another county in Florida, so he has the full on-the-ground perspective of diverse nature of elections in the sunshine state. Currently, the Treasurer of Florida State Supervisor of

Elections.

Karen Yarbrough was Clerk for Cook County in 2018, and prior to serving as Clerk, served as Cook County Recorder of Deeds and as assistant majority leader in the House. And this is also helpful, this background of legislature, particularly, when election officials are requesting necessary election funds.

Continuing on Gary Scott is the General Registrar of Elections in Fairfax County, the largest county in the Commonwealth. And prior to assuming this roll, Gary served as deputy general registrar of the county for more than two decades, and I had a chance to bond with Gary over the years with late nights of results and election recounts.

So, our panel is now going to share some initial thoughts and then take some questions from me in the audience, and I'll start with Dean and go ahead and start talking about what's going on in Los Angeles County.

DEAN LOGAN: Great. Thank you to Commissioner Palmer and the EAC for hosting the Summit. It's great to be here today and a great program, and appropriate that it comes full circle to this particular panel because so much of what we talked about today, ultimately, depends on how things operate at the voting locations on election day or in our case, during the voting period.

So, we were asked to talk about how we're approaching election day challenges and election worker challenges, and in Los Angeles County we are embarking on a whole new era of a new voting experience, and so the voting experience in Los Angeles County, up to this time, has been the same from a voter perspective as it was in 1968 when they first introduced punch card voting and a lot, of course, has changed since 1968 in terms of the way we function and the way we interact with public processes and we have spent nearly a decade in LA County gathering data and designing around that type of behavior and preference of our voters to introduce a new voting experience.

So, the first thing I would say is that the approach we're taking to dealing with election day challenges in a jurisdiction with 5.4 million registered voters that really represents every aspect of diversity that you can -- that you can think of is to move away from that single-day, single-location voting model, and so starting with the March election in Los Angeles County, voters will have the option to vote over the course of 11 days. We will begin opening vote centers, community vote centers 10 days before the election, and 4 days before the election, the weekend leading up to Tuesday, we'll increase the number of locations, and then voters in LA County can choose to go to any vote center in the

county. So, they're longer assigned to a specific voting center and they can go to any center in the county.

They are allowed to customize in terms of language selection, accessibility features, and even the option to use an interactive sample ballot that will allow them to prepare in advance and expedite the vote. It's a whole new ballgame in Los Angeles County. We've been working hard on this project for a long time. We're accelerating because they moved our voting to early March and it's different from what you heard in the first panel today in Secretary Benson's comment, of the philosophy of meeting people where they are to a system where the voters into he had to seek out the voting experience and approach from a standpoint of being visible in the community over the course of the 11 days so when voters have the intrinsic movement to have their voice heard, motivated by listening to a debate, talking to a friend, or whatever that may be, somewhere in the course of that point in their life during the voting period they're going to see there is a place they can go in and have their voice heard.

Augment that to what does that mean with election workers, and that obviously changes the staffing model, too. So, we will be using more traditional counting temporary employees and actual county employees from all of the county departments to service the lead workers at these vote centers to oversee the activities and that will be augmented by community election workers and student workers.

I think what's from an administration standpoint, what is exciting about this is that it really addresses a lot of the challenges that we've faced on election day in the past. One, it gives us that full 10-day period to begin to predict and see what's happening out there and gives us an opportunity to react to that, other than on a single day.

It also allows us to move workers who can work in the early vote centers to actually be trained on the job and then they become the lead workers at the vote centers later in the day, and ultimately, it reduces provisional ballots and confusion for voters, especially in a Presidential primary, where in California your party preference is going to dictate what ballot you get, and so just to kind of wrap that up as a way to illustrate that. The two most significant reasons that we issue provisional ballots in LA County in major elections are voters went to the wrong polling place or are listed as having been sent a vote-by-mail ballot and didn't have it to surrender for a regular ballot. Both of those go away in this model. There is no wrong location. Every location is the right location, and if you don't have the vote-by-mail ballot, we can clear that and issue a regular ballot on site, and so it

really does give both us as administrators the ability to resolve some issues but gives voters the ability to resolve issues that they may have related to their voting experience.

DON PALMER: Outstanding. Doris?

DORIS CLARK: Okay. Thank you for the invitation to be here. I'm glad to be here. I've never been this far from home this late, and it's really interesting and I enjoyed my visit and seeing all the sites yesterday.

We in Navajo County, Navajo County is one of the 14 -- 15 counties in Arizona and we have about 76,000 registered voters that are active and put together and I came on as an election worker in 1990, and we have come a long way since then. When I first came on, we were under a Federal Consent Decree. The county had been sued and instead of the law suit, they decided we will do these things. A lot of it was election requirements and terminology requirements, and so being so spread out, we have in Arizona, there are over 20 recognized Native American tribe, around I think all the counties have similar situations with recruiting and training poll workers and interpreters.

So, we had this consent decree and we needed to go by it and we needed to get out and do the voter education. In Navajo County, we have the Hopi and White Mountain and Navajo Reservations, and to this day, hard as it is to believe, there are still people without electricity and running water, so we thought, you know, and so we can't provide TV, maybe not newspaper. But in Indian country, every home has a radio. If they don't have electricity, they have a battery-operated radio in every home.

So, we started getting our voter education out there and we're using different terms, terminology. We're saying the same thing, but we're saying it differently and so we decided, okay, we need to get together because the voters are not going to learn anything if it's said this way in this county and this way in this county.

So, the Navajo and then along with a few of the other tribes, they sent representatives, and what we're working on right now for a glossary, they started to figure out how they could come up with their own election terms. So, we compiled this booklet from the first day that we met until the finished product. I would say it was probably about two years.

We had the booklet, and I didn't think to bring it, but it was basically, if I could take you to -- a lot of you have seen the movie Nicholas Cage and the Windtalkers about the World War II Veterans used the Navajo language. In the Navajo culture we don't just say there is a word for tank or artilleries. It's the same with election term, we don't have early ballot, you know, so that's just not part of our

language, so we had to sit and think, okay, how are we going to come up with this term.

It took a lot of work, but what it ended up being is an effective method, a way or a tool to use to educate the voters throughout all the different counties. We used one radio station, and so whatever we were talking about, they were all understanding it, and we're still using it to this day.

And new requirements come up, new equipment comes up, but to this day, they still meet and update the terms in the glossary that go into that book.

So, and I have a passion for translation, interpreting, letting people know that maybe they couldn't understand. My mom was uneducated. She didn't go to school and so she doesn't read and write, so and we have a Spanish -- a Hispanic employee in our office, Jose, and I get all excited when somebody comes to the counter and can't speak English and I run and get him, and it thrills me to know that he can help these people that can't speak and help them understand, so I really have had that passion to be able to make sure that all the voters get the information that they need.

So, I guess that's about it.

(Applause).

DON PALMER: Ron?

RON TURNER: Well, thanks to the EAC for having us here. Thanks to Commissioner Palmer, Commissioner Palmer was the State Elections Director in the sunshine state, the great State of Florida, so thanks for your service there. So, it's great to be with you and hear about how other jurisdictions are handling election-day challenges coming up.

Florida has the Presidential preference primary on March 17, I think, I was talking to my colleague, same day St. Patrick's Day, so we'll be wearing shamrocks or green "I voted" stickers. One of the things shared this morning in Tammy's slide is we have in Florida three ways to vote. We have vote-by-mail, early voting, which takes place a minimum of 8 days, 8 hours a day prior to an election. And vote-by mail, no excuse, vote-by-mail. Anyone can request a vote-by-mail ballot through two general election cycle, and then the traditional day election day model. If you notice on the slide, we have about a third, a third, and third of voters choosing those different methods in Florida, so we end up administering essentially different election models in Florida.

Our ballots go to military and overseas voters for the March election beginning January 31, and then our domestic vote-by-mail ballots are being mailed in Florida 40 days prior to an election, that's the earliest date that we can mail them under a new Florida Statute that took effect in this last

legislative cycle.

So, the challenges there is we have to have the staff, not only for election day but for that early voting period and to augment our permanent staff in our office that we have in the weeks and the months leading up to an election.

I would say for poll workers in particular, we have a number of poll workers that, and I'm sure that this is the case with other election jurisdictions, that stay with us through numerous election cycles because they like what they do. I don't think that they're necessarily enjoying the 15 or 16-hour days and the large pay that we give them, but I do think that they feel a sense of civic pride and a sense of civic duty as we all do in carrying out our jobs as elections administrators in the United States.

But to help recruit poll workers that we need for election day, one of the things that we have been doing in our county is doing this recruitment all year round every year and not just during or prior to an election cycle. This is something that is a continual process of recruitment using hopefully poll workers who have had a good experience as word-of-mouth type customers but also traditional media, social media, community groups. Another panel today talked about kind of collaboration and collaborative governance and that certainly takes place to a great degree in what we're doing.

Certainly, a challenge with poll workers, however, are these are people that are working a few days every couple of years. I know in our case in Florida, we have a minimal amount of training under Florida Statute that is required, however in our county we give much more than that, either in person, and augment some of the routine-type matters for training to an online platform for them and try to spend more time with them in hands-on exercises or real-world type exercises and challenges and things that they might have to face with voters or equipment and try to focus on the areas that are the highest priority for them. When you're opening a poll, what type are challenges are I going to face during the day, or what types of things do you need to know when you're closing the poll, when the polls are closed in the evening, and what events or processes are a particular priority for us, for our office for the voters of our county, in particular.

With that, I'll wrap up.

KAREN YARBROUGH: Okay. I don't even have to give you a minute. I, too, am grateful for this opportunity to talk about some of the challenges that we anticipate and challenges we've had in the past. I only have a year under my belt as an Election Authority. If you read my bio, so you know where I've been. 2020 is going to be a big year for us though. Not only

do I have to get through this election cycle, but by the end of the year we will be absorbing the Recorder of Deeds Office and we have to have that done by December.

So, while March 17 starts something, the end of the year will be something else. We oversee elections, taxes, vitals, and then everything else that comes in between, so life happens and it usually happens in the Clerk's Office, we're responsible for that.

When I looked, and listening to my colleagues have certainly put some things into perspective for me, and while we're a big municipality, our county is large but not as large as LA County. We have about 1.5 million voters, but we have new election equipment for this year and we piloted it last year. And I tell you, the experience for our three areas was a good experience. It was so good that one of the people who voted in that election said, you know, I love the machines, I just love them, I want to marry the machines! I said I don't know if we're going there, but needless to say, they had good experiences in the townships that we piloted the program.

We're looking forward to rolling it out, and so what's happening in my office right now is that the disassembling of the old equipment and, you know, bringing in the new equipment.

Over the course of now -- oh, let me just say that we embrace trying to get everybody who wants to vote, so we have same-day voting, and another first for Cook County is we're actually going to be going into the prison and have polling places in the prison. We're doing that because those people haven't been adjudicated. They're there waiting for their day in court and while we do have that they could vote if they wanted to by early voting, but we decided to take it a step further, so that will be something new for us. I'm looking forward to it. I plan to be there on that day. I want to see how it rolls out. Not that I'm interested in being in jail, but that's where we're going to help people to vote that day.

And I think I'm going to close for now. I'm sure we'll get into some other things later.

DON PALMER: Thank you. Gary?

GARY SCOTT: In the great scheme of things, Fairfax County is not that huge of a locality but one voter out of seven in the Commonwealth of Virginia is in Fairfax County, which creates for us, unique situations, but we've been blessed with a local governing authority which has always supported us and always ponied up the resources that we've needed.

But even with those resources, you know, like everyone else, we have a problem recruiting and maintaining and retaining election officers. I went to a conference one year where it was a local government conference and one of the

fellow registrars, I was an assistant at the time, we were talking about recruiting election officer, and he said the average age of their election officers was deceased, and I was thinking how lucky you are because ours have generally been dead for about three years.

(laughter).

It's keeping that tool going and reaching out to that. We go out into high schools to try to recruit election officer, we go out in the local universities to try to recruit election officers. We're trying to bring younger people into the election officer pool, but it's a big challenge. Fairfax County is unique in Virginia, as well as being the only locality that is mandated to provide voting materials in languages other than English, so that created a unique problem because we had to create all of those materials.

Fortunately, on our staff we have native speakers in all the mandated languages, so we were able to create that and proof everything in house, including the election officer recruiting materials, and we've traditionally reached out through the local communities, the Spanish language community or Vietnamese language community and Korean language community to recruit fluent speakers to put in our polling places to assist voters. But in the last year, we've also been reaching out to non-mandated language groups because we have a large Indian community so we've been looking for speakers of Hindi and we have a large Kurdish community, and I have a native speaker on my staff, so we've been reaching out to them, but it's a difficult sell for us to go into those communities because the cultural background is different than ours and many of them being from the government is an item of suspicion rather than that I'm from the government and here to help you.

Trying to reach out and using those associations, the language associations, the ethnic associations to help us recruit election officers, and that has been a huge challenge. We in Virginia, unlike most states, has a general election every single year. The elections in odd numbered years, elections in even numbered years, and so this gives us a unique challenge. Most states have two years to prepare for every general election. We've got one year.

This year I've got three county-wide elections, two county-wide primaries and the general election, plus town elections in May and then preparing for redistricting next year. So, it's coming up with resource, coming up with staffing, coming up with personnel to do all of these things has created a unique challenge for us, and I say a unique challenge. It's probably not unique. Every locality in here has the same issues that we do as far as recruiting and

retaining staff to the extent that we've even had members of our legislature come to us asking about legislation that would allow us to choose election officers the same way they choose jury pools, which we opposed. We don't want non-volunteers working in our election office, but you know we get by. We get by, and again we're blessed with a local governing authority that gives us all the resources that we need to conduct our elections, and will even go a bit further. That's pretty much where we stand.

DON PALMER: Thank you, Gary. The first question is for all. Each much you, I believe each of you discussed a policy change in your locality that will impact the voting process for jurisdictions. We heard about early voting, we heard early voting, new systems, same-day registration, law change in Florida, so what strategies are you adopting in your jurisdictions to sort of help your poll workers, make sure they're equipped to make the changes and maintain a positive voting experience to your voters? Any one of you can start.

GARY SCOTT: Our situation is the first year Virginia is going to offer absentee voting, and for our period, it's a roughly limited period, 8-day period and only apply to in-person voters and the General Assembly is currently in session and there are many bills which would extend that out for the entire absentee voting period and let it apply to vote-by-mail as well.

Now, I've heard like Florida has a 40-day period and we start voting absentee and in person 46 days out from the election and this would extend that out further, but the change we look at is going to be a matter of scale. As it stands now, just under a quarter of our voters vote absentee for a large general election, and this year I'm looking at perhaps that going up to a third.

We have 11 locations around the county where people can vote in person, absentee, and two additional ones this year, and I hope to add two additional ones the year after because I see as we go to no-excuse absentee voting, the shift like everyone else is seeing, is going to be moving from election day voting to pre-election day voting, and the only thing that we can look forward to in the absentee process is growth.

We have to be careful about managing that. In 2008, we really pushed absentee voting, vote early, you won't have to stand in line on election day and all of this, so people were standing in line and waiting to vote early, and there were no lines on election day.

And then two or four years later, everybody goes ah-ha, I had to stand in line voting absentee so I'm going back election day, and we had no absentee voters but everybody showing up for

election day. But I think with the General Assembly moving this to no-excuse for the entire period, that's going to permanently change the environment in which we vote.

KAREN YARBROUGH: I'll go next. Having new voting equipment, we're having to train all of our folks. So, we've got about 8,000 folks that we reached out to already for election day, but for any of it, we have to train all of these folks.

We've rolled out what we call a PPT, which is a Polling Place Technician, so that person is responsible for anything that may go wrong with the voting equipment, and in prior years we had one per precinct. This year we're going to have one per polling place, so training, training, training, is what we're in the midst of doing now.

As my colleague here mentioned about older folks who have done these jobs over the years, they're not dead. Ours aren't dead, but -- they feel like this is now the time for some younger people to step up, and so we are in the schools and in the colleges and I'm talking to people all the time and this is a year-round process for us to talk about being part of the solution. Elections have consequences and all of those kinds of things to get their attention to come in and get trained. Although we can't pay them what they're really, really worth, because I think the outside dollar amount is about \$325 for the day, and that's not a lot but you know, in prior years maybe they got less. We don't put an emphasis on the dollar amount, but we put the emphasis on being a part of this. This is your government, you should be involved, you should be engaged.

I have even begged some of the older workers. When they see the new equipment and they see how easy it is, maybe they'll come back.

DON PALMER: So, we've heard from Fairfax and Cook County and they mentioned the age and their poll workers actually retire in Sarasota County, and we love them. Every one, keep coming.

RON TURNER: One of the challenges in this that is coming up and my colleague spoke, but there are 32 counties in California that have a court order to provide language assistance under Section 4E provision of the Federal Voting Rights Act and not the 203 provision, and so we've all been learning about that in Florida quite rapidly. We have to have the language assistants, Spanish and English provisions in place for the Presidential Preference Primary, so we've been racing against the clock to get the baseline we need for the language assistance. And so, when we have this established, as I know as the colleague from Fairfax talked about, then hopefully this will be a little easier from a management

perspective for future elections.

From a poll worker standpoint in the polling location and being on the frontline with the workers experiencing this, to view in a positive way, we're hoping voters, helping ability and those with language assistance needs and that this is a positive change for us, and that again, we are in the customer service business and that's how we have to look at this and embrace this and not from a purely bureaucratic function of server voters in the public, but that we are and these are our customers and we are providing a service and we want to provide the best service that we can and we want repeat customers that want to come back and vote in our county.

DON PALMER: So, Gary offline you mentioned to a bunch of us that Fairfax County is preparing for 90% turnout in November and as well as implementing the no-excuse early voting. So, for everybody and for who wants to address the issue, including Gary, how are you or what factors are driving that, your turnout projection, and what are your strategies to deal with it so we can mitigate long lines, or potential long lines, and sort of facilitate the turnout?

GARY SCOTT: Well, we're again, once the General Assembly finishes their session, then hopefully they will change the no-excuse absentee voting requirements and then we're going to be making a dedicated effort to encourage people to utilize the no-excuse and avoid election day.

In 2016 we had almost 85% turnout in Fairfax County, and so we're basing our projection on the fact that it's politically a very active community and that this is going to be a very contentious election that's going to drive people to the polls, and that's why we're projecting.

I'm planning on ordering enough ballots to cover 110% of our registered voters to cover that with provisional ballots and everything else, but again, it's a matter of scale. It's not going to be that much of a jump from 84% or 85% to 90%, and if we can drive those individuals to our, at this time 13 satellite locations for absentee voting, that will greatly cut our problems down on election day.

DON PALMER: Anybody else on the panel like to address the issue?

DEAN LOGAN: I'll just mention that I think we heard on the panel this morning that I think there is no doubt that we're going to have unprecedented turnout in November. I think in California, we're looking at a fairly unusual circumstance in our March 3 Primary that California is still in play in the presidential nomination process and we're expecting really high turnout in that election too.

I think for us the themes that we're dealing with across

all of these issues are change management and capacity, and we're really focused right now on the fact that we've developed a model with and for the voters of Los Angeles County. But we're also all creatures of habit, so having an 11-day voting period is great if voters distribute themselves across the 11 days of voting. There is not a lot of data out there, and actually what data out there in jurisdictions that have done this, still shows the front load on Tuesday on election day, and so we are -- we're really committing resources to a public outreach and education campaign, mass media campaign, even looking at creative options within that 11-day voting period while anybody can vote on any of those days. Maybe we'll have some theme days where we have one day where we really focus on building a sense of community around people who are voting for the first time or particular demographics in the community as a way to do that, and also advertising pretty broadly each day where we're at with turnout, and sort of this concept the longer you wait to vote, the longer you may wait to vote if you wait until election day.

And so I think a lot of it is that commitment of time and resources, and that recognizing that what we know based on what we heard this morning that the turnout is going to be high and that we have to prepare for the fact that when you're implementing a new model that that initial upfront investment includes investing in the change management and the outreach and education that goes along with it.

DON PALMER: So, Ron, do you see any changes in Florida, just looking back at '16? I really do think it was a third, a third, a third method of voting, utilized so much by both parties and very active and competitive race. So, do you see any changes in 20, or do you think it will be the same as vote by mail or early voting and election day?

RON TURNER: I think it will be very active. In 2016 during the Presidential General Election and early voting, so in-person early voting was the most popular way to vote in our county, and then vote-by-mail and election day, and we're seeing fewer and fewer people vote on election day. We will be kind of undertaking a, to some degree, what Dean was just talking about, which is encouraging voters that -- to be fully aware of the different methodologies that they have to vote and possibly to vote before election day so we don't have everyone showing up to the polls on election day.

But I suspect that we will continue to have the three ways to vote, but I will say this, that I think that just looking at past and historic norms can help inform our decision-making, but I do not think we should base our decision-making in this business on those anymore shows and we

saw that in Florida to some degree taking the 2018 midterm election and comparing it to 2014, there wasn't any comparison.

So, to use those past kind of trends and numbers, again, they can help somewhat inform your decision-making, but you can't completely rely on that. So, to answer your question, we're going to look for historic highs in every method of voting and use every resource that we have available to communicate with our voters and provide the best service that we can to them.

KAREN YARBROUGH: Yeah. We set up selfie stage. It's at our polling station, and people love it. They absolutely love it, and we'll roll them out for this year as well in the primary and general election. Something about seeing their picture does something for them, and so, you know. The other thing for us so we're rolling out two new languages, Korean and Tagalog, and I remember when I was in the Legislature, we had a Korean group come and ask us when can we finally see our language, you know. And I'm a state legislator and I'm like oh, you want that? So, you know, when I was recorder of deeds, they came to my office and said we're following you. I said, okay, so check with me on the next place. And so, we're really excited about them and they're really excited about being able to vote.

So, we know in that particular -- they're concentrated in a particular area, so we're going to be looking at those numbers there too.

DON PALMER: Thanks for bringing up that issue, the issue of language assistance. What strategy, each of you have sort of touched on it, but there are specific strategies for recruiting not just poll workers but bilingual poll workers and all the plethora of languages that many of you have in your jurisdictions. Can you just talk a little bit about those strategies and what has worked for you in recruiting poll workers and bilingual poll workers?

KAREN YARBROUGH: If I could continue. With the Koreans, as I said, they had already come to me. They were looking for this, you know, they care and they wanted me to care. So, when the opportunity came, I just jumped right into it. Since they're there, we're also recruiting them to be our language experts, and we've done that with all of our languages. We usually hire folks on staff or we have them on staff already, and because we want people to feel comfortable wherever they are with whatever language they have. And I think in the general election, we're going to roll out seven more languages, so it will be exciting. 2020 is our year.

DEAN LOGAN: I would say it's similar. In LA we have 13 languages, and now that you can traditionally the bilingual

poll workers were targeted based on geographical location and census data, and now with a model where you can go anywhere to vote, that means we need to have language assistance in all languages in all locations, and part of that was built into the design of the voting equipment and the voting experience, but I think it all comes down to what we heard earlier today and that it's those partnerships, that talking to the people in the community and having them help us recruit, but also review our materials.

I think for too long, language access and accessibility access has just been a check box of compliance in elections and administration, and I think that we're seeing a shift toward is a focus of not just meeting the minimum requirements ever law but how do we do that in a meaningful way so that when somebody needs language assistance, they don't feel intimidated about it, they don't feel embarrassed to ask about assistance, and we provide that in a way that helps them to access the system immediately. You can't do that without partnerships. You have to go spend time in the community with the organizations, get feedback from them about their voting experience in the past and what their expectations are.

DORIS CLARK: And in Navajo County we've got also a change. We're moving our primary up about three weeks. It used to be the end of August and now it's going to be the beginning of August. The Navajo Tribe will coincide their election date with our election date, so we are always having to compete with poll workers, and they go more with the tribal elections because they would pay more than we would. So this year the county is talking right now about raising the interpreters pay so it is going to be competitive, and we're also expecting a large number of voters coming out -- always in the 2016 election, because they coincide -- it's a big day because it's a tribal election day and also a county and federal, and like Recorder Hansen in Coconino, she mentioned this morning that it's like a social event. Even though you promote ballot by mail and it's going up, but we will never get a high percentage of it because a lot of them like to go to the polling place.

We always, as much as we do need the moisture down in our area, on election day we always pray for dry rain because there are still a lot of dirt roads out there and people have to commute to the polling place, but that's what they're doing. And the Elections Director in our county, she's anticipating there is voter higher turnout also, and she's going to order more of the express vote machines to help with that. But it is hard to recruit, and we're reaching more now into different organizations, tribal departments, and seeing if we can get

these qualified people on board.

DON PALMER: It will very important. Serving as a poll worker is like serving your neighbor. Your registration is important and voting is important, but you have the extra time to assist your fellow citizens by actually a poll worker, training and being a poll worker, you're doing a lot for your country and for your neighbors.

It's a great issue to talk about. I wish we had more time. There is one more question from me to everyone on this panel, and then it would be great to open it up to the audience. So, the last question is throughout the day several of the speakers have spoken about misinformation influence campaigns, how do we deal with that, and how the importance of election officials serving as trusted information sources.

So, in each of your jurisdictions, maybe you can highlight what is that one urban myth that you would like to bust? Now is your opportunity to talk about what is that little bit of misinformation that you wish voters across the country would know is not true and that you should look to your election official for the correct information? I'll start with Dean. We'll just go down the line.

DEAN LOGAN: I think doing this for 30 years, I think the one that still surprises me is every election when people ask if vote-by-mail ballots and provisional ballots are only counted if there is a close contest. If we could eliminate that, that would be -- that would be great.

But I think even beyond, that it's just a sense, and unfortunately, it's perpetuated by some of the campaigns that there is any tossing of ballots, but just because a ballot is not counted on election night doesn't mean that it's not counted and not included in the final count results. And even if the margin of victory is 90% to 10%, we still count every ballot vote before we certify the election.

DORIS CLARK: And that would be the same with Navajo County. We've been also told, you know, we heard that they don't really count. And one voter came in and she told me that, and reluctantly just kind of threw us her ballot. I said, no, if you have time come with me up to the house, and we went up to the warehouse, she had two other people with her, and we showed them the process, how the board is verified, how it's tabulated, and so that's probably one of ours too is that it does count.

RON TURNER: We have the same. I started elections in 1994. I don't think that is any different. I tell voters if you vote by mail in Florida, you're the first voters. You get the ballot first, validate it first, votes are returned first. The first votes released after polls closed are vote-by-mail

and so you get the best of everything first as far as I'm concerned.

But with a more active news cycle and social media and platforms for sharing information which are wonderful and helpful to us, I just caution people to check with their Secretary of States or local election administrators to be that trusted source of information in elections. If they have any questions, that's what we're here for.

Again, we talked about that customer service model and that we want to help the voters and answer their questions if they're not sure about something, so maybe not take something that they're saying on social media platforms as face value all the time.

KAREN YARBROUGH: I think I'm going to come from a different perspective. This is something that just simply is not true. But for the voter that says my vote doesn't count, and how many election cycles have we seen where that one vote made the difference. I just wish that the voters would understand this each and every vote does, in fact, count and you could be the lynchpin. You could be the person who kicked it over the edge and made somebody very, very happy.

GARY SCOTT: That leaves me for last. Everybody covered all the good stuff. I echo what everyone else says. Getting people to understand that election officers or election officials have been doing this for many years. They're there to facilitate people getting registered, getting the ability the vote, and setting it up so they can vote in the most convenient, most expeditious mean possible, and regardless of what you see on social media, question it and if you have any doubts, ask your local election officials. They're there to serve you. I mean, that's the biggest part.

On election day we will have two or three people set up in our public information office who do nothing but counter factuals against social media all day, and most of which would be unnecessary if people just said, really, that doesn't make any sense, why would that be happening? But that would be our big issue, you know, just because somebody has a fancy letterhead, doesn't mean they know what they're talking about.

DON PALMER: Thank you all for that question. We'll go to audience Q&A if we have time. Yes, ma'am?

AUDIENCE MEMBER: Good afternoon. I'm an election's officer in Virginia and as Mr. Scott knows, Virginia actually had that situation where one vote actually shifted the General Assembly majority in terms of which party was in control.

My question has to do with a personal experience, not of me but of a colleague who is a chief elections officer, who said that there is a Korean senior citizen's living facility

that brings busloads of their members to her polling place. They do not speak English by and large, but the person who accompanies them is bilingual and actually ends up, she believes, filling out their ballots for them.

As an election's officer, she wants to know how to deal with that because she's not certain that the voters are voting for the candidates that they choose or whether they're assisting in voting for the candidate that the assistant chooses. Thank you.

DEAN LOGAN: I think that's a very interesting question and my initial reaction is it's something that ought to be looked at in terms of the legal framework in terms of what's permissible in a particular state. It shouldn't be discretionary to a particular jurisdiction or particular polling location. I think you have to be careful with that that there is a difference between allowing a qualified elector to self-select to have who they want assist them in the voting process, and then there is a fine line between that and coercion or disrupting the voting process, and for me that's where the line would be in terms of what's happening in the actual voting center, which is what's under our jurisdiction is what's appropriate in that sense.

Having one person marking multiple ballots, I think, would be concerning. That would definitely raise red flags. I think that there are ways that procedurally you can -- that you can make that less of an occurrence and I think that's part of what we've been trying to achieve with the voting equipment and making the voting equipment accessible in all languages for all voters so we limit the need for a voter to have to have assistance in the voting process.

On the other hand, getting them there and boosting participation, I think it would be great if every community was doing that.

DORIS CLARK: I was thinking about that and I think I would probably, you know, offer our assistance from our office and then even maybe volunteer to go to the center so they don't have to get bussed in, and see if -- you know, offer to provide the translation and hire translators from our office and offer that service.

RON TURNER: Florida has a supervised voting program where we actually go into certain types of centers or facilities to offer assistance with bipartisan teams of individuals that help kind of facilitate that. It's not necessarily a language assistance thing, although it could be now in our new environment with providing language assistance in my county, but it is a statewide law and something that we do.

I know we do a lot of that leading up to the general election in Florida to assist voters in my county.

KAREN YARBROUGH: Something along the same line is in nursing homes where you have sometimes people who are frail and not maybe quite -- you know, not really knowing exactly what they want to do or maybe they do, and you may have somebody there, so we usually have someone from our office there at the site to help anybody who needs -- who needs help.

GARY SCOTT: We have had that situation arise, although mainly only at our satellite in-person absentee votes. There are a couple of facilities that send bus loads, and with we know what satellite they go to and we make sure there is a Korean speaker at the satellite and they actually insert themselves between the person and the voting because we did find -- we did inform in one case this young lady, we asked to see that Virginia requires that each voter fill out a request for assistance form, or they do specify that they request assistance in voting, and she didn't have any of them. So we said, okay, you're out of the process. You step over here and we'll provide all the language assistance and we provided the ballot in Korean, so that the assistance was really in getting the form, the request form filled out.

But, yeah, we've had that and we addressed it by having where we can have someone interject between the individual, one, to listen to what they're saying to the voters and in one case we found the voters had no idea they were going to go absentee voting. They thought they were on a day outing from the retirement facility, and so once we got that cleared up and, again, got the assistant out of the way, everything went quite smoothly.

DON PALMER: While we look for the next question, it just stresses the importance of highly trained, in this case it would be the chief of a polling place with the other officers, they're all trained to deal with specific things that might happen out of the blue, and the better training they have the better they can handle the situation as just talked about by the panel. Next question.

AUDIENCE MEMBER: Hi. I'm Beth, I'm one of the deceased Fairfax County election officers. Now it explains a lot. (Laughing).

We have -- we use iPads now to check in which is going really well. I was just curious what other places are using for the check-in process, and Gary, you might want to speak about Fairfax County. Thank you.

DEAN LOGAN: That's part of a new model in Los Angeles, enabling people to go to any location, that we use this electronic poll books to have for all voters and we're also

implementing same-day or conditional voter registration so you can register or change registration on site at that time as well.

DON PALMER: One more.

GARY SCOTT: We use iPads but have scanners. Virginia requires photo IDs for voting and most people use a driver's license or DOT issued identification.

PARTICIPANT: (Speaking off mic).

GARY SCOTT: We use the scanners that will scan the DMV bar code and that speeds up the check-in process incredibly, so we don't see a delay in checking in. Now where we see the delay is people filling out their ballots and voting, and that's where the backup comes. We can process the people checking in several times faster than the people can actually vote and get out of the polling place.

DON PALMER: Well, this concludes our final panel of the day. Please join me in thanking our panelists.

(Applause).

Now we're going to hear from the EAC Acting Executive Director, Mona Harrington, to offer some closing remarks.

MONA HARRINGTON: Good afternoon. My name is Mona Harrington, the EAC Acting Executive Director and Chief Information Security Officer. I'd like to close today's event with a few reflections on today's discussions and offering my thanks to everyone who made this event possible. I'd like to say in the office that our agency is small but mighty, and I think today's summit is a testament to that fact.

We at the EAC serve our clearinghouse function in a number of ways, including through events like today's, but offering a platform to election officials to share practices prosecute their jurisdictions with their peers and public at large.

Today, you heard from election officials from Alabama, Arizona, California, District of Columbia, Florida, Louisiana, Illinois, Michigan, Ohio, Texas, Vermont, and Virginia, and I know in the audience today we have election officials from nearby states as well as folks who made the trip all the way from Georgia, North Dakota, Oregon, and Utah. I even saw on the registration list a representative from Guam.

I'd like to offer my sincere appreciation to all of these election officials, especially our speakers and panelists who took the time out of their busy day and schedules to join us here today. Thank you to the election officials watching online.

It is the EAC's mission to serve you and your voters. We hope that we have done so by facilitating interesting and informative discussions and offering a platform for our

speakers to share ideas and resources that you can use to improve election administration in your jurisdictions in 2020 and beyond.

On behalf of the Commissioners, I wanted to take a minute to thank the staff who worked tirelessly to make this a success, including the Staff of the National Press Club, EAC Staff, please stand up.

(Applause).

Please join me in recognizing them for their hard work.

Thank you all again for joining us here today. We look forward to seeing you at future EAC events. Thank you.

(Applause).

(completed at 1:54 p.m. CST)

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